

Audit services: top to bottom

Audit firms make fine promises on service – but which ones are delivering? We reveal the results of our inaugural Finance 360 survey of client opinions

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Third – on 69% – was Grant Thornton, recording good results in all areas. “There was always a number to call, messages were responded to and communication of technical aspects was clear and easily followed,” said the financial controller at a telecoms business.

Others described “impeccable” technical skills – often among even relatively junior staff – plus impressive industry knowledge and a “pragmatic approach” that quickly locked onto the key risks in a business. Though not all were happy with Grant Thornton’s billing, most clients found its fees reasonable. Some even thought the firm had under-charged them.

Grant Thornton got some good reports on value-added, too. “The partner and audit manager are both in contact during the year and are very approachable,” said the FD at a manufacturer. “They provide a sounding board for finance and business issues.” The FD at a construction firm said Grant Thornton’s management letter had brought up useful non-accounting points. “They had used lateral thinking, which really added to the ‘boring’ audit meeting.”